

Arizona 2-1-1 Phase I Update

Governor's Council on 2-1-1

Meeting –March 7, 2005

Phase I Progress & Key Issues

Lisa Dee Meyerson, GITA - 2-1-1 Statewide Program Coordinator

Meeting Goals

- ♦ Provide Phase I update.
- ♦ Receive Council feedback.

Key Milestones

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| ♦ Testing (System & Functional) | Mar 2005 |
| ♦ Data Enhancement | Mar & Apr 2005 |
| ♦ Outreach | Mar 2005 - ongoing |
| ♦ State Agency Data Enhancement | Mar 2005 |
| ♦ Selected Community Review & Feedback | Apr 2005 |
| ♦ Finalize Data Maintenance Plans with I&Rs | Apr 2005 |
| ♦ Finalize Operational Plan – ER & Main | Apr 2005 |
| ♦ Public Go-Live | May 2005 |

Calls to 2-1-1 after Go-Live

- ♦ Marketing for Phase I is focused on Arizona 2-1-1 Online, however, we anticipate some members of the public may try to call 2-1-1.
- ♦ GITA (*Lisa Meyerson, John Hartsell*), AHCCCS (*Kaaren-Lyn Morton, Larry Heinz*) and the Governor's Office (*Keely Varvel Hartsell*) are working on this matter with QWest and other carriers to insure calls to 2-1-1 in Phase I will not lead to a dead end.
- ♦ Our hope is that calls can be routed to voicemail messages, specific by geographic area, referring the caller to I&Rs currently under State contract to answer calls.

Role of I&Rs (*Phase I*)

- ♦ Community Information & Referral (*covering 10 northern counties*) and Information & Referral Services (*covering 5 southern counties*) are under contract with DES to provide I&R phone referral service to the public.
- ♦ These organizations will continue to provide this valuable service to the community during 2-1-1 Phase I.
- ♦ The Contact Us section of the Arizona 2-1-1 Online System will direct members of the public who are having difficulty navigating the 2-1-1 online system to the I&Rs for telephone help and support.
- ♦ The I&Rs have bi-lingual operators to assist Spanish speaking members of the public as well.

Update: Technical Development Team

Perry Yastrov, AHCCCS - Team Lead, Technical Development Team Lead

- ♦ All test cases for full functional testing (to ensure all aspects of the system function as intended) have been developed.
- ♦ Terida/VisionLink Consortium is finalizing the beta version of the system.
- ♦ Functional Testing is beginning this week.
- ♦ AHCCCS, GITA, Governor's Office, OHS & DES are helping with functional testing.
- ♦ 2-1-1 Operational Procedures Manual for the State is being developed.
- ♦ This manual will cover how the State will deal after go-live with its I&R partners, the developer hired to host and provide technical support for the system, other state agencies involved in 2-1-1, inquiries from the public, etc. (*Leads: Bob Buse, DES & Kaaren-Lyn Morton, AHCCCS*).
- ♦ System Administration Training was given to Perry Yastrov (GITA) & Bob Buse (DES) to enable them to fully test the system and develop a detailed Operational Procedures Manual.

Update: Provider Database Team

Chris Muir, GITA - Team Lead, Provider Database Team

Data Loading

- ♦ Terida/VisionLink loaded both Phoenix and Tucson I&R data into the beta version of the State's system.
- ♦ The I&Rs are working diligently cleaning up the data after the data load - due date: March 21.

Data Enhancement (*State Agencies*) – Leads: Chris Muir, GITA; Perry Yastrov, AHCCCS; Key Support: Bob Buse, DES and Guy Wilson, DES

- ♦ Feb 24: Letter to All Agency Directors from Directors Rodgers & Cummiskey.
- ♦ Feb 24: Placed Data Entry Forms, Sample Forms, Instructions & Contact Info On-line.
- ♦ Mar 9 & 10: Informational Meeting with agency representatives.
- ♦ Mar 17: Plan for Follow-up Workshop for agencies more detailed information & one on one help regarding information forms.
- ♦ Mar 25: Data Forms are due from all Agencies.

Inclusion/Exclusion Criteria – Leads: Andy Miller, GITA; Angie Rodgers, GOCYF

- ♦ All 2-1-1 Systems have inclusion and/or exclusion criteria to insure the data in the system meets the goals of 2-1-1.
- ♦ We have drafted criteria based on other state and community 2-1-1 systems (Virginia, Connecticut, Idaho, Western NY, Lubbock (Texas), Big Bend (Florida), Washington D.C., Nebraska & Vermont) and prior practices of key AZ I&R organizations.
- ♦ In March, we will be presenting updated draft criteria to the I&Rs, State legal counsel, Directors Cummiskey and Rodgers and the Community Advisory Committee.
- ♦ At the April Council meeting, we hope to present draft criteria for discussion.

Qualitative Testing – Mid Mar – *Lead: Andy Miller*

- ♦ Qualitative Testing is being planned to ensure public can find information using 7 different searches available in Arizona 2-1-1 Online.
- ♦ Testers will conduct pre-defined test searches as well as develop their own searches and report on the system's usefulness.
- ♦ AHCCCS, DES, GITA, GOCYF, OHS, I&R partners, Salvation Army and United Way have committed staff for qualitative testing.

Acknowledgements

- ♦ Salvation Army & United Way for volunteering to help with testing.
- ♦ Bob Buse and Guy Wilson of DES for helping AHCCCS, DHS and Salvation Army with their data and for helping with State agency meetings.

Update: Communication & Outreach Team

DJ Harper, GITA - Team Lead, Communication & Outreach Team

Highlights since Last Meeting

- ♦ Volunteer stakeholder meeting.
- ♦ Feb 8 - Met with League of Cities and Towns.
- ♦ Week of Feb 7 - Met with Phoenix, Tucson and Rural Community Advisory Committee (CAC) members to plan outreach activities.
- ♦ Feb 15 – Arizona Association of Community Health Centers Meeting.
- ♦ Week of Feb 28 - Presentations to small community groups in various parts of the State, including Payson, Navajo Nation, Tuba City, Flagstaff.
- ♦ We have meetings planned in Tucson, Phoenix, Yuma and Flagstaff.
- ♦ We are planning meetings in Green Valley, Nogales, Sierra Vista, Bisbee, Bullhead City, Kingman, Parker, Colorado River Indian Tribal areas and other AZ communities.

Community Testing – April – *Lead: Keely Varvel Hartsell, GOCYF*

- ♦ Review of system by selected community representatives including caseworkers, health service professionals, public safety personnel, librarians in rural locales, members of the public, etc.
- ♦ Request these individuals use real-life situations and provide feedback as to the system's effectiveness.
- ♦ Planning is underway for this testing. We are garnering interest from our outreach meetings and developing feedback surveys.

Update: Emergency Response Team

Lauran Wikle, OHS - Team Lead, Emergency Response Team

2-1-1 Emergency Bulletins System (EBS) Administration

- ♦ Department of Emergency & Military Affairs – Division of Emergency Management (ADEM) has agreed to administer the 2-1-1 Emergency System during normal and emergency operations.
- ♦ ADEM is aligning staff and developing training plans to support 2-1-1 EBS.
- ♦ The Emergency Response (ER) team will assist and support ADEM in the transition to 2-1-1 EBS Administration and Operations.

EBS Standard Operating Procedure

- ♦ The ER team is in the process of finalizing 2-1-1 Standard Operating Procedures (SOP) for the Emergency Bulletin System.
- ♦ The final draft of the SOP will be submitted in late March to the Community Advisory Committee for comment.
- ♦ The Council will be asked to review and sign-off on this procedure in April.

Plans for Mar/Apr - ER Team

- ♦ Beta test emergency response functionality.
- ♦ Attend training on posting and updating public alerts on Arizona 2-1-1 Online.
- ♦ Enhance and add new database profiles for emergency response organizations.
- ♦ Post bulletins before system “Go-Live” regarding emergency preparedness, existing threats and emergencies impacting the State.
- ♦ Assist with outreach efforts to the emergency response community, including demonstrating 2-1-1 EBS Capabilities to State & Local Governments.

Next Emergency Response Team Meeting

March 24, 2005 9:30 AM - Executive Capitol Tower; 6th Floor Conf. Room A